



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1261

DATE: July 10, 2013

TO: Iowa Medicaid HCBS Habilitation Service Providers and Case Management Providers

ISSUED BY: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Transition of Habilitation Services to Magellan Behavioral Care of Iowa; Habilitation Member Enrollment and Habilitation Service Authorization

EFFECTIVE: July 1, 2013

As a reminder, Magellan Behavioral Care of Iowa manages Home and Community Based Services (HCBS) Habilitation (HAB) services effective July 1, 2013. This Informational Letter is intended to address member enrollment and service authorization changes as a result of this transition.

For Medicaid members seeking to enroll in Habilitation on July 1, 2013, or after, the member's case manager or Integrated Health Home care coordinator should contact Magellan at (800) 638-8820. Magellan is the primary contact to make an appointment for review of a new HAB request.

Transition from Case Management to an Integrated Health Home (IHH)

Beginning July 1, 2013, as part of the Phase I transition, Habilitation members residing in or around Dubuque, Linn, Polk, Warren, and Woodbury counties will begin to transition from case management to care coordination through an assigned IHH. Habilitation members will receive notice of their IHH assignment and whom to contact.

Habilitation members, who also receive HCBS waiver services, will continue to receive service coordination through their assigned Case Manager until a later date not yet determined.

Service Plan Authorization

For service plans beginning July 1, 2013, through July 31, 2013:

The IME will process service plan authorizations through the established workflow in the Individualized Services Information System (ISIS). Authorized service plans will be communicated to Magellan for ongoing service authorization and provider reimbursement.

Existing service plans approved by the IME will be reimbursed by Magellan through June 30, 2014. Beginning in July 2013, Magellan staff will review service plans that are due in August for continuing authorization.

For service plans with end dates in August 2013:

Magellan will call the Case Manager or IHH during the month of July to review the member's needs and service plan authorization request. Magellan staff will reach out to the provider or suggest a conference call for more complex member issues.

Review areas will include:

- Services/units requested
- Day-to-day problem areas
- High/medium/low need
- Skill impairments
- Diagnosis
- Medical problems
- Goals/treatment plan
- Service/units needed
- Coordination with other referrals/services/waivers
- Social/family/natural supports
- Crisis plan
- Schedule next review

Exceptions to Policy

Existing exceptions to policy (ETPs) for Habilitation services will be honored through their expiration. Requests for ETPs in process will be end-dated June 30, 2013. Providers must work with Magellan for service authorizations beginning July 1, 2013, unless the existing exception to policy has a later end date. Magellan will accept Care Exceptions on individual members based on their complex service needs. Exceptions to policy through DHS will no longer be accepted.

Incident Reporting

The process for major incident reporting will not change at this time. Case Managers, IHH Care Coordinators, and providers must still enter all major incidents involving HCBS Habilitation members, pursuant to Iowa Administrative Code 441 Chapter 77, through the Iowa Medicaid Provider Access Portal (IMPA). The portal may be accessed at: <https://secureapp.dhs.state.ia.us/imp/>. If you have questions, please contact hcbswaivers@dhs.state.ia.us. If you would like to request technical assistance, please contact impasupport@dhs.state.ia.us.

Questions

For questions regarding service authorization after July 1, 2013, please contact Steve Johnson at Magellan Behavioral Care of Iowa, (800) 638-8820, ext. 85010.

All other questions regarding the Habilitation transition may be addressed to LeAnn Moskowitz, Program Manager, at: lmoskow@dhs.state.ia.us.